telecommunications sector in Chhatisgarh region in Madhya Pradesh.

(b) whether it is a fact that the quality of services there needs improvements; and

(c) if so, the direction given in that regard to the posts, telegraphs and telecommunications in Madhya Pradesh Circle, Bhopal?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) **Post:** Postal services in Chhatisgarh are satisfactory. Occasional shortcomings in operations are noticed, for which corrective action is taken.

Telegraph: The telegraph services are functioning satisfactorily. The percentage of delivery of telegrams in 12 day light hours is 95.82 during 1994-95.

(b) and (c) **Post:** Bringing about improvement is a continuous process. To provide error free, quick and single window counter service, Multipurpose Counter Machines have been installed at Raipur HQ and Bhilai SO. To speed up transmission of money orders, it is proposed to start Satellite Money Order Service from Raipur. In order to monitor mail transmission and delivery, Live Mail Survey has been carried out with satisfactory results. Divisional Test Letter Runs, Circle Test Letter Runs and National Test Letter Runs are carried out to check transmission of mail and remedial action is taken in case delay is detected. Constant efforts are made to overcome the shortcomings in postal service through appropriate intervention.

Telegraph: In Chhatisgarh region, telegraph services are further modernised by introducing 8 Store and Forward telegraph lines and 13 Biscriptural Telegraph Message Switching Ports in the region. One 32 line Store and Forward Message Switch is under installation at Raipur. There is a proposal to instal Electronic Keyboard Concentrator/ Electronic Keyboards in all the block headquarters in order to connect them to National Telegraph Network for speedier disposal of Telegrams.

(a) to (c) **Telecommunications:** Telecommunication services are in general satisfactory in this region. However, due to difficult terrains and dense forest in this region, the maintenance of overhead transmission media is a difficult task which causes interruption of services sometimes. The following steps have been initiated to improve the quality of telecom services.

1. Replacement of bare conductors by insulated wires.
2. Replacement of long overhead lines by stable transmission system.
3. Provision of rural Public Telephones on Radio Relay Systems.
4. Provision of rural STD Public telephones.
5. Daily testing and close monitoring of rural exchanges at the highest level.

Crisis in ITI, Bangalore

1122. SHRI NILOTPAL BASU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Bangalore unit of the Indian Telephone Industries (ITI) have started facing a major crisis so expressed through cash loss and other adverse economic parameters;

(b) what according to Government aids the ITI and steps contemplate to overcome these factors;

(c) whether it is a fact that the employees and officers associations have submitted a memorandum to the Telecom Communication Chairman on 4th May, 1995 elaborating on their perception about the crisis and the possible measures to alleviate the problems; and

(d) if so, the details thereof and Government's response to it?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICAITONS (SHRI SUKH RAM): (a) Yes, Sir. The Bangalore unit of ITI Ltd. is incurring losses for the last two years.

(b) Until a few years ago ITI was enjoying almost a monopoly status for supplying equipments to DOT. With the advent of New Industrial Policy and Liberalisation ITI started facing keen competition from other manufacturers and suppliers and thus ITI's position for earning profit was affected.

With a view to utilise infrastructure of the various units of ITI optimally, apart from upgradation of technologies, improving quality to international standards, adopting various cost reduction measures and laying stress on diversifying ITI's products and customers, the Ministry has taken a policy decision under which 30 to 35% of total DOT orders are kept reserved for ITI and HTL, taken together, for those items which they manufacture.

However, adoption of suitable steps for improving the overall efficiency and productivity of ITI Ltd. is a continuing process.

(c) and (d) The employees and officers' associations vide their memoranda dated 4th May, 1995 have mainly demanded that the Government should take necessary action to modify Government policies, National Telecom Policy and related guidelines by way of (i) removing shortage of orders for utilising the capacities of ITI, (ii) permitting ITI to enter basic telecom services and (iii) providing level playing field so as to enable the company to compete with private sector/MNCs.

As stated above Deptt. of Telecom., with a view to utilise the infrastructure of its own PSEs viz. ITI Ltd. and HTL Ltd. optimally, is following a policy under which 30 to 35% DOT orders are kept reserved for these two PSEs. taken together, for those items which they manufacture.

It has been decided to preclude the public sector companies including ITI from participation in providing basic services as these undertakings have been established by the Government for specific purposes and have sufficient potential for growth in their respective areas. In the context of a buoyant economy on the one had and scarcity of resources on the other hand the public sector undertakings require to pay undivided attention to their respective areas of business at this stage.

As regards providing a level playing field, the Government as a part of an ongoing process, has been taking steps from time to time to ensure that the public sector enterprises including ITI are able to compete effectively with the private sector.

Sub-standard supply of petrol/diesel

1123. SHRI BHUPINDER SINGH MANN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the number of complaints, State-wise, regarding sub-standard supply of petrol/diesel and less measurement during the last two years;

(b) the action taken by Government in this connection;

(c) whether these malpractices are continuing in connivance with concerned authorities; and

(d) if so, what remedial steps have been taken or proposed to be taken to check these malpractices?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAPT. SATISH SHARMA): (a) The State-wise number of complaints regarding substandard supply of petrol/diesel (adulteration) and less measurements (short delivery)